

Postal Regulatory Commission
Suite 200
901 New York Avenue NW
Washington, DC 20268-0001

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Dear Members of the Commission:

I am writing to request that you remove Louis DeJoy as the Postmaster General. He has done nothing to improve the postal system in this country and, in fact, had done much to create more problems within it. I believe that is what he was appointed to do and feel that someone who has experience running a big organization like the postal system would be eminently more qualified for the position.

My personal experience with the postal system since the fall of 2020 is a testament to that. My medication comes by mail from St. Louis, MO. Prior to Mr. DeJoy's appointment, my prescriptions would arrive 2 to 3 days after I ordered them. Currently, it can take anywhere from 10 to 14 days to arrive after I place the order. I do not believe the problem is with my provider, since they send me an e-mail when they are put in the mail.

Also, in January of 2021, I had a late payment on my credit card due to the slowdown in the postal system. I mailed my credit payment on January 1, since it was due January 13. I assumed, wrongly, that 13 days would be plenty of time for the payment to arrive and be processed. When I called on the due date, I was told that the payment had not arrived and that they were having issues with the mail in Washington, DC. I was advised to cancel the check, since it may be "lost in the mail". This cost me \$35.00. I received a Past Due notice and was billed finance charges. This made me unhappy since I always pay my bill in full and have never had a late payment. The company also reported a late payment to the credit bureaus, which has taken me several months to correct. Additionally, I needed to make the payment over the phone from another source. I received a notice on January 23, that my original check was received and was returned due to the stop payment on the check. There is no reason, under normal circumstances, that a check should take 23 days to get from WI to Washington, DC. If Mr. DeJoy had not removed sorting machines and interfered in the workings of the postal system, I do not believe that would have occurred, since I had **never** had these kinds of issues before.

The final reason I have a problem with his leadership is that I mailed a note to someone across town (2.5 miles), and it took 4 days to get there. That is not acceptable. Prior to Mr. DeJoy's appointment, I could send a letter to Washington state and have it arrive in 3 days. Now, I have little faith in the postal system and do not use it unless I absolutely have to.

Please consider my request to remove Mr. DeJoy and put someone in charge of the postal system that understands the needs and workings of an organization like that and how it can be run to effectively serve its customers.

Sincerely,



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